

ASSIGNMENT 1

Textbook Assignment: *Navy Customer Service Manual*, chapters 1 through 4, pages 1-1 through 4-13.

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| 1-1. Naval personnel have the same customer service needs as civilian personnel.

1. True
2. False | 1-6. Which of the following terms refers to a person who has a need for services?

1. A patient
2. A customer
3. A client
4. Each of the above |
| 1-2. Navy members have the privilege of choosing which, if any, of the following details concerning their duty assignments?

1. Location
2. Occupation
3. Training
4. None of the above | 1-7. Which of the following physical locations is NOT an example of a "contact point"?

1. The legal services office
2. The ship's store
3. The radar room
4. The general storekeeping office |
| 1-3. What is the Navy's most valuable asset?

1. Fleets of ships
2. Shipyards/land stations
3. Fiscal appropriations
4. Capable people | 1-8. At which of the following contact points would the customer be appropriately called the "client"?

1. Substance abuse office
2. Disbursing office
3. Sickbay
4. Personnel office |
| 1-4. For the Navy to fulfil its mission, members must often sacrifice their freedom of

1. speech
2. choice
3. religion
4. expression | 1-9. Members of which of the following ratings would be assigned to a contact point that provides indirect services?

1. HM
2. BM
3. YN
4. PC |
| 1-5. Improvement of overall customer service depends on improvement in which of the following specific areas of customer service?

1. Timeliness
2. Human relations
3. Work organization
4. Knowledge of rating | 1-10. Which of the following terms indicates the ability to use one's training effectively?

1. Skill
2. Courtesy
3. Attitude
4. Cooperation |

- 1-11. The structure of the Navy tends to foster which of the following attitudes in its members?
1. Personal
 2. Impersonal
 3. Positive
 4. Negative
- 1-12. Attitude can be described as the tendency to move away from or toward a situation.
1. True
 2. False
- 1-13. An aircraft mechanic spots a loose wire during a preventive maintenance check on a jet engine but does nothing about it. Which of the following attitudes could prompt such an act of neglect?
1. Positive
 2. Negative
 3. Cooperative
 4. Impersonal
- 1-14. Doing your best in any job requires that you have which of the following personal characteristics?
1. Pride in yourself
 2. Pride in your ability
 3. Pride in your job
 4. Each of the above
- 1-15. People are people, and you can't change human nature.
1. True
 2. False
- 1-16. When the consequences of a situation are pleasant or desirable, a person would have which of the following attitudes toward that situation?
1. Positive
 2. Negative
 3. Cooperative
 4. Uncooperative
- 1-17. Before you can have a proper attitude toward others, you must first develop a proper appreciation of which of the following people?
1. The supervisor
 2. The customer
 3. Your coworkers
 4. Yourself
- 1-18. If members only do what they are told to do when they are told to do it, they are reflecting which of the following traits?
1. Lack of training
 2. Lack of skill
 3. Lack of pride
 4. Lack of cooperation
- 1-19. Common courtesy is best described as a voluntary expression of respect for
1. protocol
 2. another's rights or feelings
 3. one's own rights or feelings
 4. tradition
- 1-20. Working with other team members to improve individual performance and the overall efficiency of the organization reflects which of the following types of attitudes?
1. Cooperative
 2. Enthusiastic
 3. Courteous
 4. Indifferent

- 1-21. The things we choose to do or not to do results from which of the following personal characteristics?
1. Habits
 2. Appearance
 3. Self-control
 4. Attitude
- 1-22. The customers' opinion of you as a contact point representative is based primarily on which of the following observations?
1. Your total workload
 2. Your appearance
 3. Your response to their needs
 4. Your friendliness
- 1-23. A customer comes to you with a problem and asks, "Can you help me?" You reply, "Yes, I can." In addition, your response should reflect an attitude that implies which of the following statements?
1. And I will
 2. As soon as time permits
 3. As soon as the information is received
 4. But it will not be easy
- 1-24. You should concentrate on developing which of the following traits and abilities?
1. A stern attitude with customers
 2. A genuine interest in customers' problems
 3. A sense of humor
 4. A superior attitude
- 1-25. Customers receiving services at your contact point usually observe enough of your work to make a completely fair evaluation of you, the contact representative.
1. True
 2. False
- 1-26. If you have a customer who wants to discuss a personal problem, you should treat that person as an individual with what kind of need?
1. Routine
 2. Special
 3. Unimportant
 4. Nonessential
- 1-27. A customer's first impression of a contact point representative is usually based on which of the following characteristics?
1. Mannerisms
 2. Speech
 3. Appearance
 4. All of the above
- 1-28. A customer's first impression of the contact representative will normally be generalized to what specific group?
1. The entire office
 2. The personnel in charge of the contact point
 3. The rating of the contact representative
 4. The ship's company
- 1-29. The practice of "speaking down" to a customer implies you consider that person to be of what status?
1. Stupid
 2. Slow to understand
 3. Less than your equal
 4. Less educated than you
- 1-30. The use of which of the following terms reflects prejudice?
1. Chief
 2. Deck ape
 3. Seaman
 4. Sailor

- 1-31. Placing individuals into groups that you regard as inferior defines what term?
1. Jumping to conclusions
 2. Stereotyping
 3. Prejudice
 4. Racism
- 1-32. When you must serve a customer who is emotionally upset, you should act in which of the following manners?
1. Detached and stern
 2. Calm and confident
 3. Enthusiastic and easygoing
 4. Composed and skeptical.
- 1-33. Ensuring a Navy dependent receives the services to which he or she is entitled is the responsibility of which of the following people?
1. The dependent's contact point representative
 2. The dependent's sponsor
 3. The sponsor's leading petty officer
 4. The customer
- 1-34. You should react to an unpleasant customer in which of the following ways?
1. Repay rudeness with rudeness
 2. Keep the contact as impersonal as possible
 3. Ignore both the manner and attitude and concentrate on the problem
 4. Both 2 and 3 above
- 1-35. Mistakes made by Navy contact point representatives in their handling of customer needs grow out of negative attitudes toward which of the following individuals?
1. The customer
 2. The supervisor
 3. Their coworkers
 4. Each of the above
- 1-36. When you jump to a conclusion, you are actually making a decision based on which of the following factors?
1. Incomplete information
 2. Misunderstanding
 3. Apathy
 4. Rudeness
- 1-37. When a contact point representative reacts adversely to a customer, the representative is most likely reacting to which of the following characteristics of the customer?
1. Appearance
 2. Speech
 3. Attitude
 4. Gestures
- 1-38. To properly identify what a customer is trying to convey, you should use which of the following methods?
1. Ask them to put their problem in writing
 2. Ask them to explain the problem to someone else
 3. Ask them to come back at a later date
 4. Ask them questions in a tactful, skillful manner

- 1-39. A customer came to you for advice but left disappointed. Which of the following circumstances would NOT have caused this situation?
1. The customer felt rushed
 2. You used unfamiliar terms
 3. The customer explained the problem in great detail
 4. Other problems were bothering the customer
- 1-40. Which of the following personal characteristics interfere with effective communication?
1. Cultural differences
 2. Physical problems
 3. Speech habits
 4. Each of the above
- 1-41. Which of the following speech habits would increase understanding?
1. Profanity
 2. Exaggerated accent
 3. Speaking very slowly
 4. Slurred pronunciation
- 1-42. What is the purpose of manning the contact point?
1. To provide a friendly atmosphere
 2. To provide a service
 3. To provide an atmosphere to put the customer at ease
 4. To provide a dynamic environment for training
- 1-43. Disagreeing with a customer about official Navy policy could result in which of the following customer reactions?
1. Anger
 2. Resentment and frustration
 3. Loss of respect
 4. Relief
- 1-44. Routines or procedures provide which of the following benefits?
1. They help identify problems
 2. They increase customer satisfaction
 3. They enable us to do jobs faster
 4. They improve the customer's self-esteem
- 1-45. Which of the following factors causes apathy on the job?
1. The job has a defined purpose
 2. The job is demanding
 3. The job leads to challenging responsibility
 4. The job lacks opportunity for advancement
- 1-46. Which of the following methods should be used to speed up service and reduce the customer's waiting time?
1. Limited services
 2. Written customer requests
 3. Appointments
 4. Walk-ins
- 1-47. The contact point is governed by volumes of regulations, manuals, and directives. Since you cannot memorize their contents, you should concentrate on learning what information?
1. The proper references in which to find answers
 2. The answers to all routine questions
 3. The contents of your most important reference
 4. The contents of all important reference material

- 1-48. Benefits are to be afforded impartially to all eligible members, but when may they be omitted by a command?
1. When the ship size does not allow for service
 2. When the station location is such that it does not permit for the service
 3. When the contact point is not staffed for the service
 4. All of the above
- 1-49. Which of the following circumstances is a reason to impose temporary limitations on the operations of a contact point?
1. Loss of personnel
 2. Oversensitive personnel
 3. Equipment in good working order
 4. Unusually light workload
- 1-50. The contact point representative's reaction to a customer arriving at the contact point can have either a positive or an adverse effect. Which of the following reactions would have an adverse effect on the customer?
1. Being ignored
 2. Being asked to wait in line
 3. Being asked to come back later
 4. Being asked to fill out forms
- 1-51. Customers deserve the courtesy of an answer to which of the following types of questions?
1. Poorly constructed
 2. Complex
 3. Ridiculous
 4. Each of the above
- 1-52. A contact point representative who must answer the phone while providing service should handle the situation in which of the following ways?
1. Keep one of the customers waiting
 2. Ask the customer who has phoned if you may call him or her back
 3. Try to help both customers at the same time
 4. Ask another customer for help
- 1-53. The guiding principle when using the telephone should be to remember you are talking to a
1. telephone
 2. person
 3. stranger
 4. person who is not busy
- 1-54. When helping a customer on the telephone who has difficulty with the English language or who has a speech defect, what action should you take?
1. Give the customer the same consideration as you would when talking face to face with that person
 2. Ask for the customer's supervisor
 3. Tell that person to get someone else to talk for him or her
 4. Ask the person to come to the contact point
- 1-55. Seaman Door works for Captain Pistol in the Administrative office. Which of the following responses should Seaman Door use when answering the phone?
1. "Hello, Seaman Door speaking."
 2. "Admin office; may I help you?"
 3. "Seaman Door here; may I help you?"
 4. "Captain Pistol's office, Seaman Door speaking."

- 1-56. Which of the following types of records is required by official directives?
1. Leave chits
 2. The service center log
 3. Applications for Navy correspondence courses
 4. Handwritten notations regarding customer transactions
- 1-57. A contact point team can be compared to a football team in regard to achieving a goal--or winning. What is the primary element needed to achieve that goal?
1. Hard work
 2. Teamwork
 3. Individual performance
 4. Good supervision
- 1-58. Which of the following elements is an important aspect of teamwork?
1. Increasing responsibilities
 2. Presenting a good appearance
 3. Providing encouragement
 4. Controlling enthusiasm
- 1-59. When a team member is both proficient and experienced in a specific area of his or her rating, he or she can help the other team members by demonstrating what behavior?
1. Showing them how a job is done
 2. Showing them what to study
 3. Providing advice and assistance
 4. Keeping the information to himself or herself
- 1-60. Each member of a team not only influences the mood of the team but also the team's work habits. Work habits, in turn, affect which of the following responsibilities of the contact point?
1. Providing customer service
 2. Controlling personal reactions
 3. Presenting a good appearance
 4. Making a good first impression
- 1-61. Usually a team member performs only one job at the contact point, but he or she may also be expected to perform which of the following jobs?
1. Only the jobs he or she knows
 2. Only the job he or she went to school for
 3. Only the job he or she feels is most important
 4. All jobs at the contact point
- 1-62. To recognize the value of your job at the contact point, you need to know which of the following types of job information?
1. Its value
 2. Its overall mission
 3. Its overall responsibilities
 4. Both 2 and 3 above
- 1-63. To contribute effectively to teamwork, personnel working at the contact points must have what level of knowledge about their rating?
1. Expert
 2. Satisfactory
 3. Minimum
 4. Less than minimum

- 1-64. The team member who has acquired the ability to handle more difficult jobs and indicates a willingness to assume more responsibility should be considered for what position?
1. Senior chief petty officer
 2. Position of greater responsibility
 3. Training supervisor
 4. Position of a higher paygrade
- 1-65. When the Navy provides space to be used as a contact point, who is responsible for making the space functional?
1. The members of a designated team
 2. The arrangement crew
 3. The members of the contact point
 4. The planning and layout team
- 1-66. When planning the physical arrangement of the contact point, you should provide which of the following types of accommodations for customers?
1. A designated contact point representative who can greet and direct customers
 2. Magazines and books with which waiting customers can entertain themselves
 3. A traffic pattern that allows customers to socialize with each other
 4. A lounge area in which waiting customers can find snack machines
- 1-67. Which of the following personnel is responsible for creating a positive atmosphere for a contact team?
1. The team members
 2. The customers
 3. The supervisor
 4. The contact point representative
- 1-68. Performance standards set by each team member must be acceptable by which of the following personnel?
1. Each team member
 2. The officer in charge
 3. The chief
 4. The contact point supervisor
- 1-69. Encouraging team members to accept responsibility for jobs they are overqualified to perform results in which of the following achievements?
1. Ensures the job gets completed
 2. Shows importance
 3. Improves teamwork
 4. Makes the job challenging
- 1-70. Supervisors who instruct their people to look busy demonstrate which of the following traits?
1. Lack of initiative
 2. Poor planning
 3. Poor supervision
 4. Each of the above
- 1-71. As a supervisor you should set goals for team members at what level?
1. Above the level the person is currently achieving
 2. Below the level the person is currently achieving
 3. High enough so that the person can achieve the goal
 4. Low enough so that the person can achieve the goal

1-72. You should check completed work to detect errors so that you can achieve which of the following purposes?

1. Reintroduce policies and procedures to help members avoid future mistakes
2. Assign someone to work with the person who made the error
3. Review task assignments
4. Take disciplinary action

1-73. Which of the following actions is a reflection of poor supervision when you are trying to meet training needs?

1. Shouting
2. Criticizing
3. Bragging
4. Making excuses

1-74. Which of the following factors determines the team member's training needs?

1. Knowledge level
2. Paygrade
3. Prior training and experience
4. Time in service

1-75. Which of the following goals is achieved in a training session?

1. Developing trainees' awareness of the supervisor's knowledge level
2. Providing trainees with shortcuts to do their job faster
3. Discouraging trainees to exchange ideas and knowledge
4. Providing trainees with needed instructions

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(Refer to instructions in front of course)

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NONRESIDENT TRAINING COURSE (NRTC)

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To: COMMANDING OFFICER
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Subj: NAVY CUSTOMER SERVICE MANUAL, NAVEDTRA 82972

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